

YOUR PARTNER IN
**circular
textile
services**



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Highlights



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Ranked in top 1% in sustainability by EcoVadis, global sustainability ratings provider.



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Climate targets validated by the Science Based Targets initiative

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We recycled 70% of our textile waste and increased the use of recycled materials in our textiles.



Care in every thread

We are a family-owned textile service company with a business model anchored in circular economy principles. Our customers in diverse industries can focus on their core business while we take care of their textile needs with our carefree solutions. Headquartered in Helsinki, Finland, our global footprint extends to 24 countries across Europe and Asia

We provide a wide range of textile services, including workwear and cleanroom textiles, mats, industrial wipers, washroom products and textiles for hotels, restaurants and the healthcare industry. The comprehensive service covers textile supply, washing and maintenance, and recycling.

Our purpose:

We care people and our planet by inspiring people to shine and businesses to grow in a sustainable way.

Our values:

- Profitable growth
- Responsibility
- Long-term customer relationships
- Enthusiasm and joy of learning

COUNTRIES OF OPERATION

- | | |
|----------------|----------------|
| Austria | Poland |
| Bulgaria | Romania |
| China | Serbia |
| Croatia | Slovakia |
| Czech Republic | Slovenia |
| Estonia | South Korea |
| Finland | Sweden |
| Germany | Türkiye |
| Hungary | Ukraine |
| India | United Kingdom |
| Kazakhstan | Vietnam |
| Latvia | |
| Lithuania | |



COUNTRIES

24

NUMBER OF EMPLOYEES

4,900

TURNOVER

518.1 M€

PIECES OF TEXTILES IN CIRCULATION

21.4 M*

NUMBER OF CUSTOMERS

88,000

NUMBER OF DELIVERY POINTS:

177,000

EBITA

11.5%

ESTABLISHED IN

1848

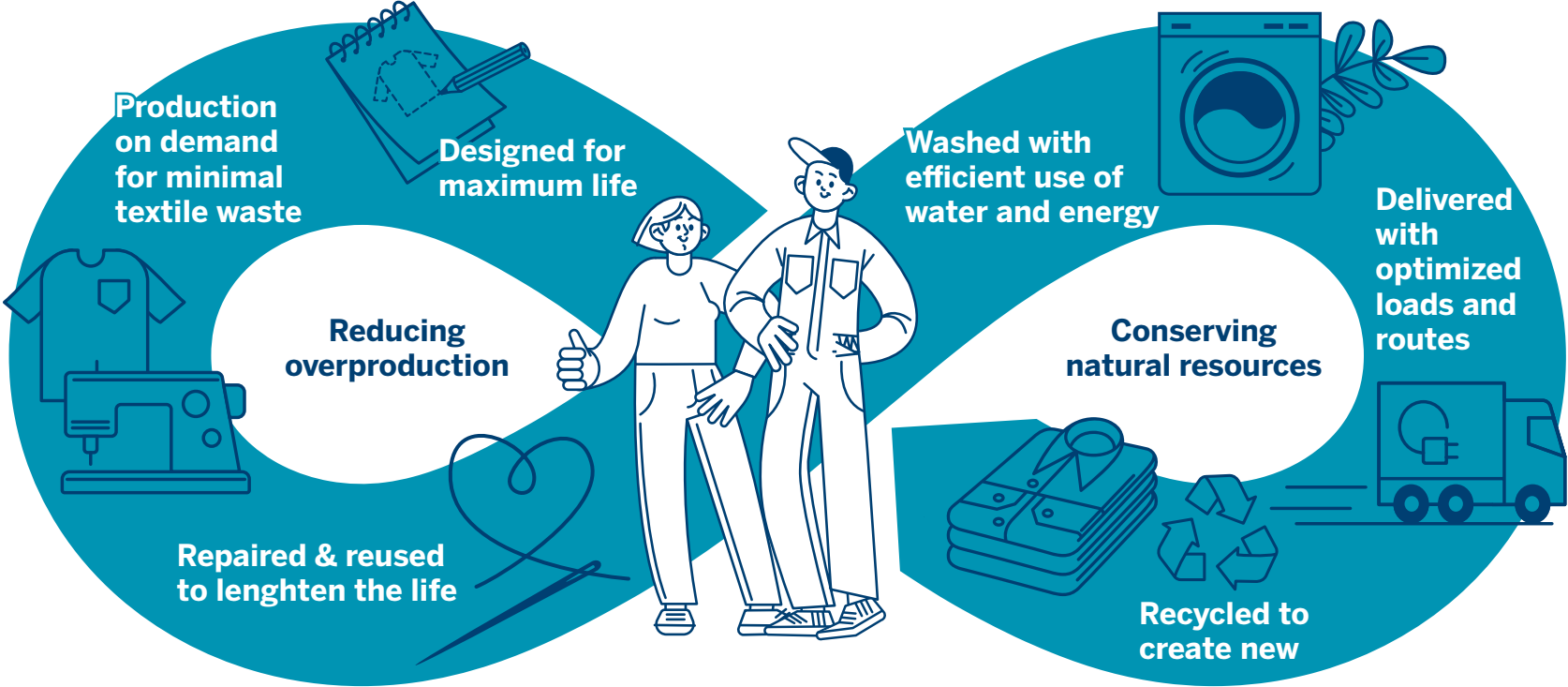
* the number does not include hotel and healthcare linen.

Circular business model minimises the environmental impact

Our service reduces textile overproduction by extending the lifetime of textiles and by producing new textiles only when needed. By using durable materials and designing for circularity, we promote sustainable practices at the very beginning. We avoid millions of kilogrammes of unnecessary textile production by repairing and reusing our garments.

We manufacture additional orders on demand in our own workwear manufacturing facilities, Prodems, which is as effective way to eliminate the textile obsolete risk in the stocks.

To conserve natural resources, we optimise the use of water and energy in our laundries as well as our customer delivery loads and routes. In the washing process, we recycle water and utilise heat from wastewater to warm fresh water. When textiles reach the end of their lives, we recycle them as new products or raw materials.



4.9
MILLION PIECES
OF TEXTILES SAVED
by repairing in 2024

7%
GHG EMISSION
REDUCTION
in 2024 from 2023

70%
TEXTILE WASTE
RECYCLED
in 2024

36%
RECYCLED AND
BIOBASED CONTENT
in our new purchased textiles

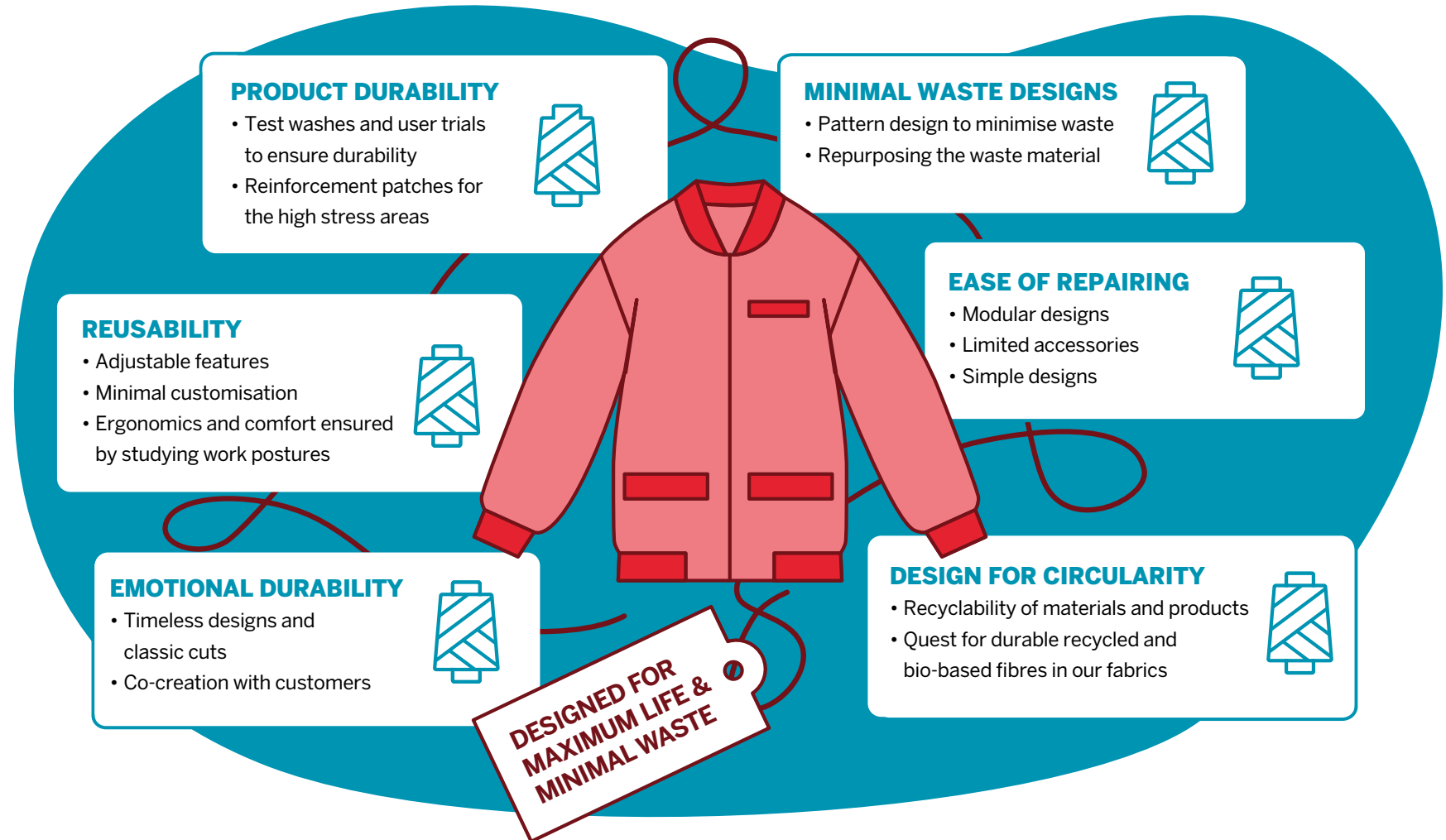
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GARMENTS PRODUCED
on-demand

Durability drives sustainability

Extending the lifespan of products has a greater positive impact on the environment than any other measure. For example, increasing the lifespan of clothing by just nine months can reduce its environmental impact by 20%–30%. Doubling the average number of times a garment is worn can cut greenhouse gas emissions by 44% compared to producing a new one.*

Textile rental companies are guided by their business interest to maximise the textile lifespan and conserve natural resources. We ensure the durability of our materials via test washes, user trials, and the use of reinforcement patches in high-stress areas of our garments. Reusability and repairability are considered as early as the design phase, for example, with adjustable features and modular designs. We continuously work with suppliers and recycling partners to increase the share of recycled materials in our textiles.

* Environmental Coalition on Standards (ECOS)



Making what we have last longer

We extend the lifespan of millions of garments each year through effective repairing and re-using. Managing workwear efficiently across different user groups is a powerful way to promote reusability. However, customising garments can sometimes limit their repairability and potential for reuse.

Repairing and reusing means less new garments



Less raw materials such as cotton and fossil fuels



Less fabric and clothing manufacturing and transportation needed across the supply chain



Less waste is generated

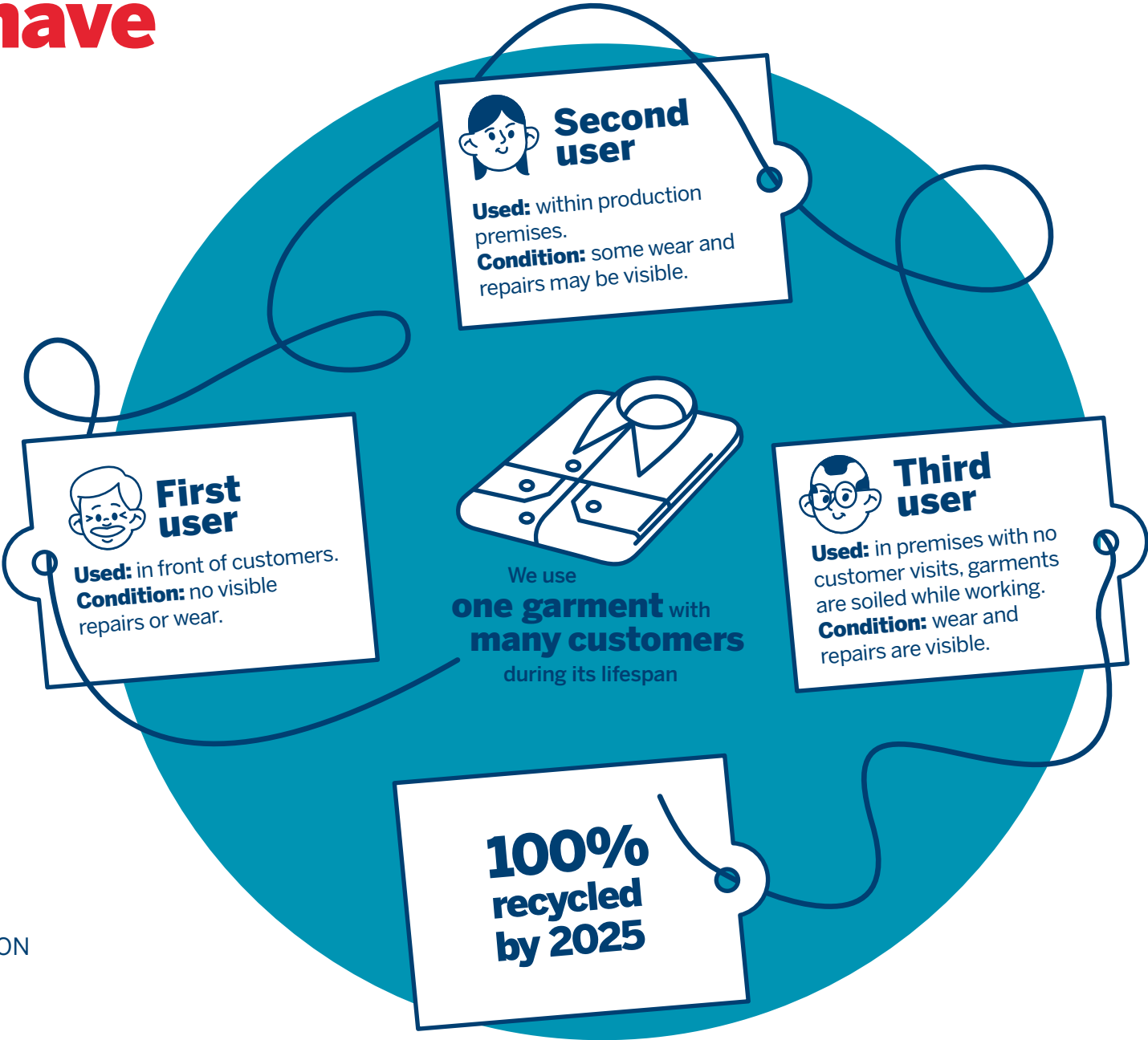
Reusability of garments may mean*

67%

REDUCTION IN NUMBER OF GARMENTS compared to non-reusable garments

2.2 kg

LOWER CO₂ PER PERSON in a year



* Source: Study by Gaia Consulting 2021

Smart solutions for fast service and less waste

The smart solutions allow us to meet our customers' needs efficiently while promoting sustainable production. Effective stock management lowers the risk of textile obsolescence, reduces textile overproduction and minimises waste.

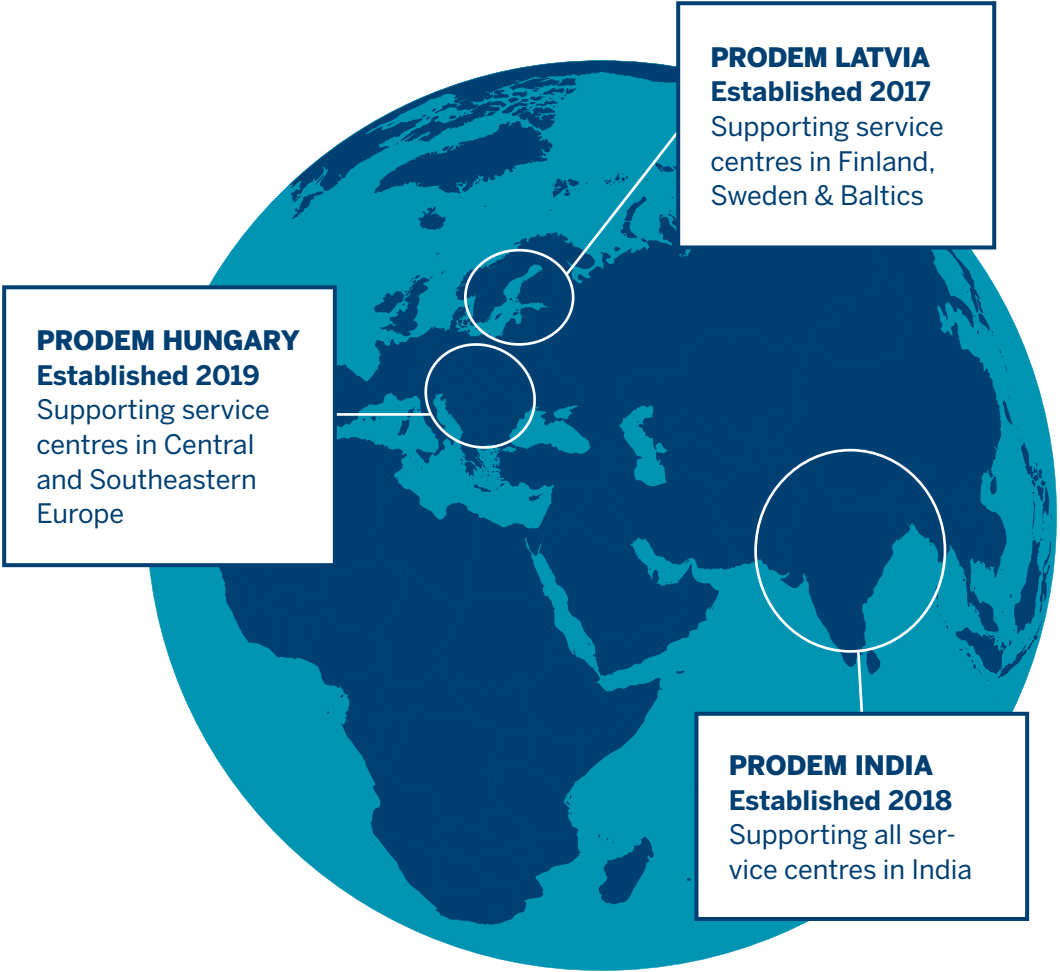
Our approach to reducing excess stock:

- Accurate forecasting of textile demand
- Cross-use of regional stocks before placing new orders
- On-demand production in our Prodem facilities to further reducing inventories

Prodem – a unique on-demand manufacturing practice

Our Prodem facilities use a dynamic customer-driven textile manufacturing practice developed by Lindström. It enables us to react quickly to our customers' needs. The customer order acts as a signal to start production in the nearest Prodem facility.

This flexible model efficiently meets even small-scale demands with short lead times. By producing workwear only when needed, we eliminate unused stock, reduce waste, and improve cost efficiency.



Prodems in figures (2024)

Number of employees
405

Production
715,320 pcs

Average order quantity
4.6 pcs

Average lead times for replacement and additional orders:

Manufacturing lead time
1–3 days

Total lead time
5–7 days

Saving resources, delivering value

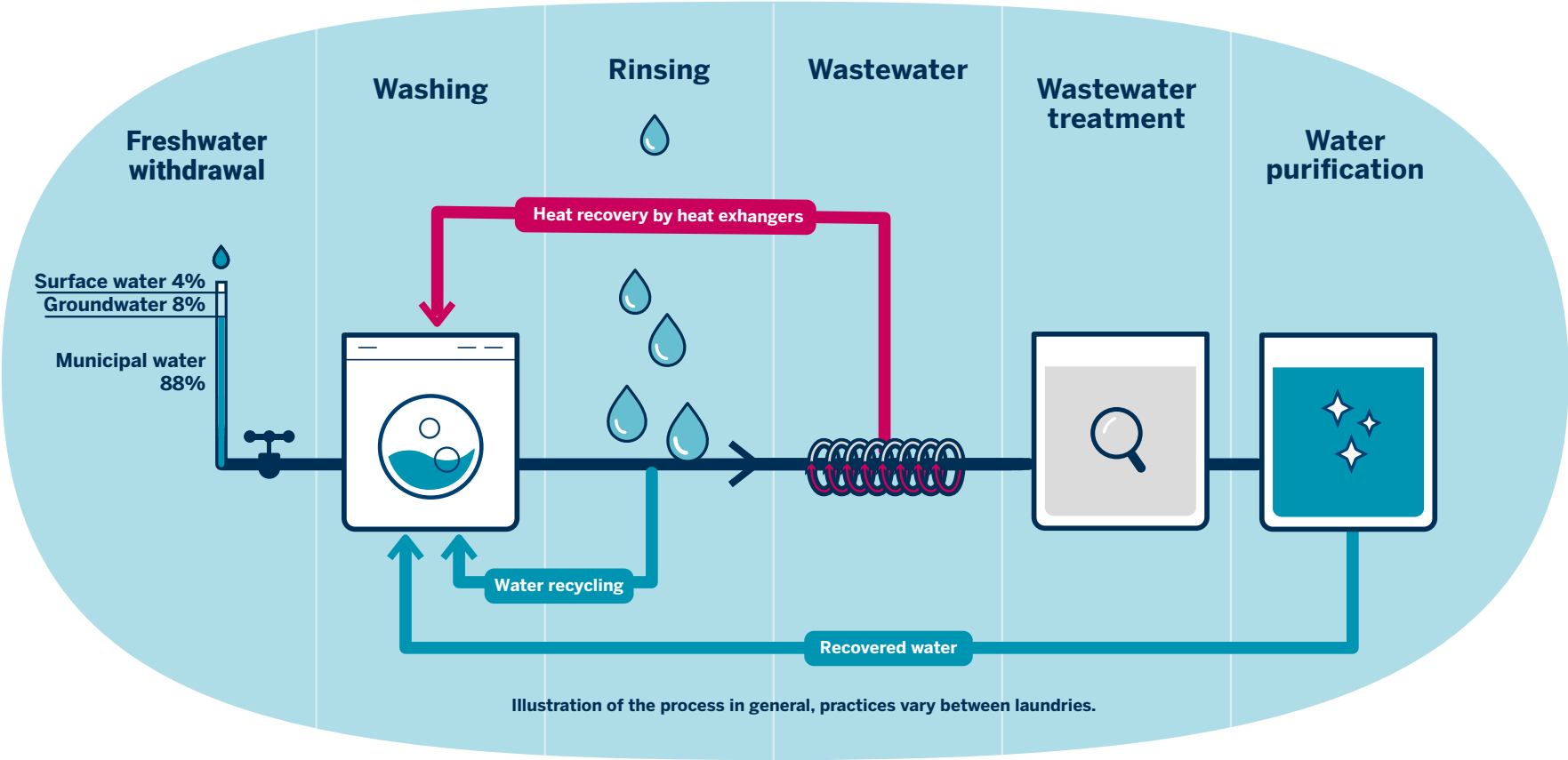
Our laundry process is designed to achieve maximum efficiency — delivering high-quality results while optimising water, energy, and detergents. This resource efficient approach conserves our valuable resources and ensures a cost-effective service for our customers. Through advanced technology, smart processes, and continuous improvements, we deliver solutions that benefit both the planet and your bottom line.

Each laundry creates an annual environmental programme to set targets for resource, track progress, and implement reduction measures. Additionally, we have set a group-wide benchmark values. We also partner with leading suppliers and industry experts to continually refine our processes and achieve optimal resource efficiency per kilogramme of textiles. Regular maintenance and process controls of washing machines and equipment ensure that everything runs smoothly, because well-functioning machines use less water and energy.

Water recycling

Water recycling plays a key role in our water optimisation efforts. In most laundries, we recover water from the rinsing and reuse it in washing. In larger plants with multiple service lines, we repurpose cleaner washing and rinsing water for washing dirtier textiles, maximising efficiency and sustainability.

We aim to improve our water efficiency by 50% by 2030 compared to 2023 levels in high and extremely high water stress areas.



Energy efficiency

We have installed heat recovery systems in many of our laundries to collect heat from wastewater and dryers. To further improve energy efficiency, we regularly conduct energy audits and assessments to identify new opportunities for savings. As part of our climate targets, we are also committed to transitioning to renewable and low-emission energy sources.

Optimising detergents

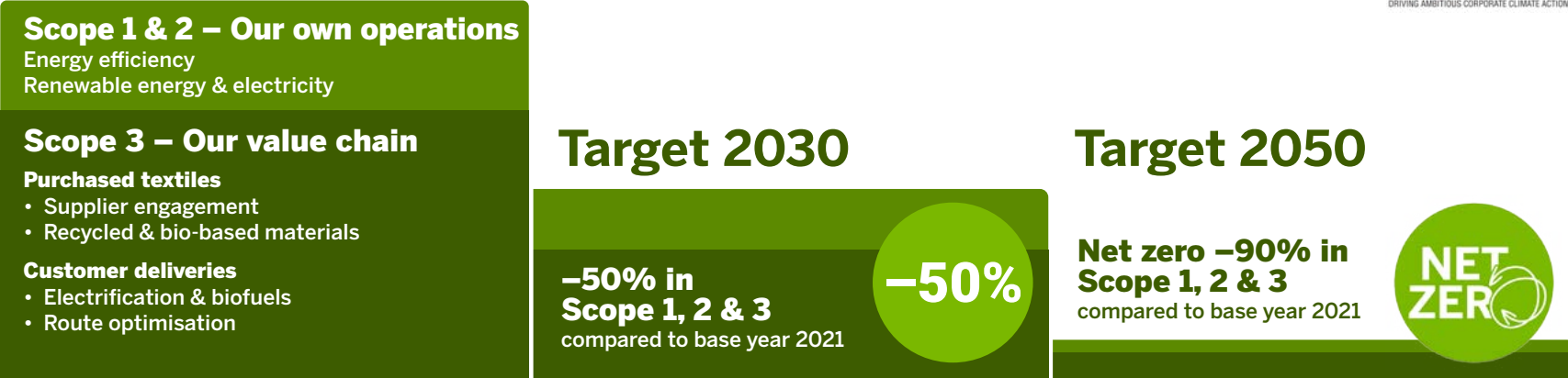
Our automatic dosing system helps us to dispense exactly the desired amount of chemicals. The professional detergent suppliers provide us with the latest technology and environmentally sustainable solutions.

Your partner in a net-zero future

We are committed to halve our greenhouse gas emissions across the value chain by 2030 and reach net-zero emissions by 2050. Our targets have been approved by the Science Based Targets initiative that ensures that they are in line with the latest climate science.

Our journey has already started, and it will continue over the next decades. As part of this commitment, we will gradually increase the use of recycled and bio-based materials, replacing virgin resources. These textiles will be manufactured closer to customers by suppliers who are committed to lowering their emissions. The energy used for maintenance and washing will increasingly come from renewable sources. Our customer deliveries will rely more on renewable diesel, e-vehicles, biogas, and even hydrogen trucks.

In 2024, we reduced our total emissions by **7%** COMPARED TO THE PREVIOUS YEAR.



Turning old threads into new beginnings

We aim to recycle all our textile waste. We do not only seek to reduce the amount of waste but also to decrease the use virgin materials. Textile waste holds untapped potential as a raw material for various industries — including the textile industry itself. Our bold vision is to close the loop by transforming end-of-life textiles into fresh fibres for new textiles.

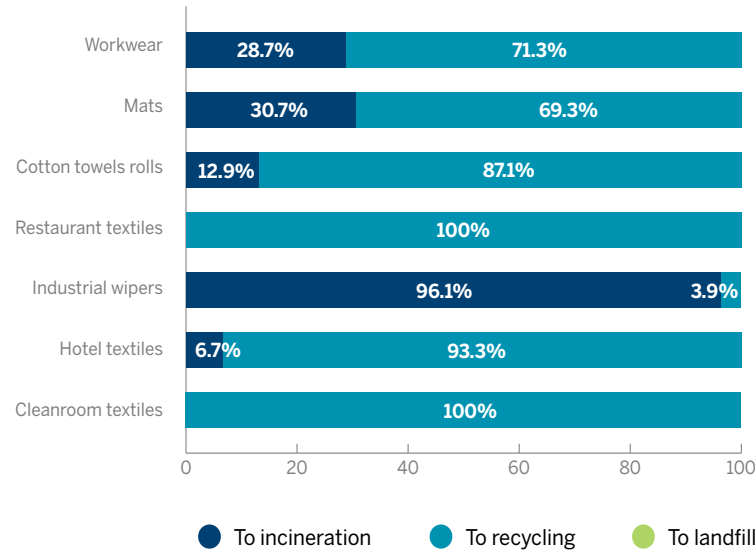
We aim to increase the use of recycled and bio-based fibres in our textiles. In 2024, 36% of our newly purchased textiles included these fibres. The recycling rates and fibre content varies across our services due to available solutions. However, we are constantly pushing for better solutions to make textile waste a thing of the past.

We collaborate with several local recycling partners to recycle your end-of-life textiles

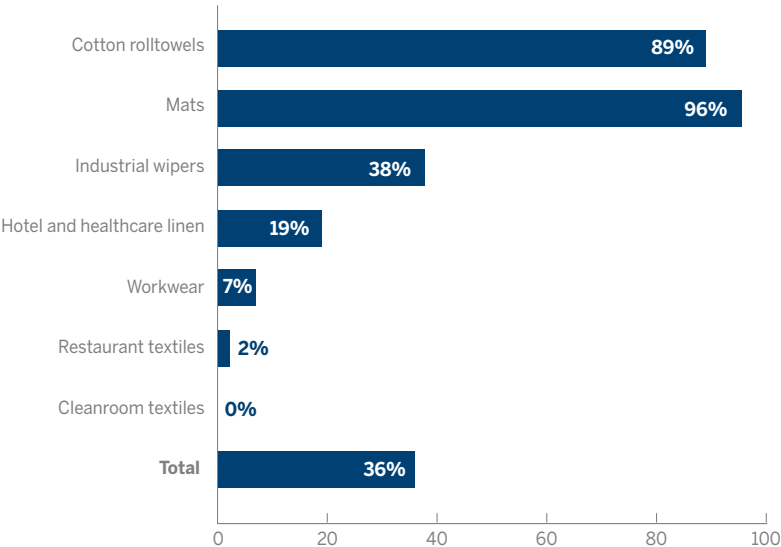
- 1. Shopping bags produced from discarded linen.
- 2. Branded gifts made of end-of-life workwear
- 3. HoReCa collection that utilises recycled fibres from end-of-life workwear



RECYCLING BY PRODUCT 2024



THE SHARE OF PURCHASED PRODUCTS WITH RECYCLED OR BIO-BASED CONTENT 2024



Sustainable supply chain

Long-term supplier relationships

Over 900 direct suppliers

Our policies

Our policies set the requirements for quality and sustainable practices in our supply chain.

- Supplier Code of Conduct
- Quality Assurance Handbook
- Sustainable Procurement Policy
- Human Rights Statement

Monitoring

Risk evaluations of supplier countries and suppliers every year.

Audits: We conduct regular audits and complement them with 3rd party audits in risk countries

32 audits (2024)

Development

Voice of Partner to measure supplier satisfaction and develop our relationship with suppliers.

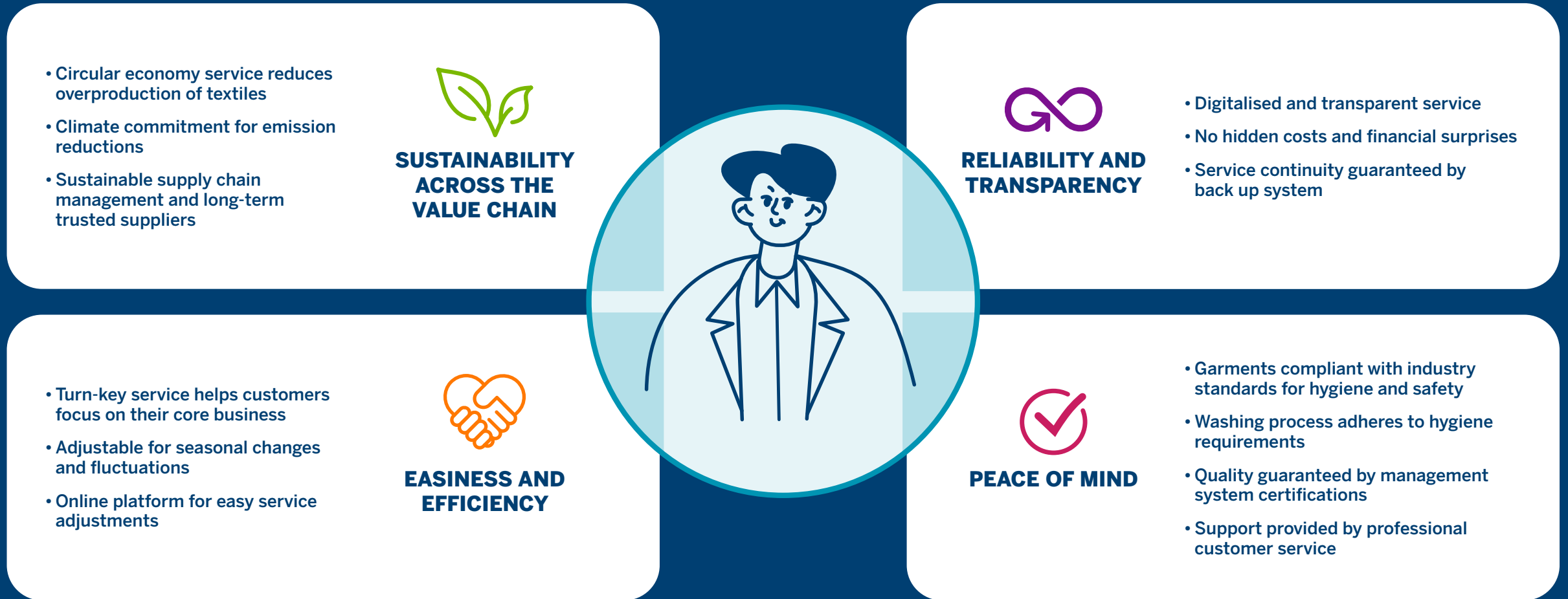
Support and trainings

Lindström experts
External suppliers

Voice of Partner 8.8/10 (2024)



Creating value for customers



Commitments, certifications and policies



OUR COMMITMENT TO INITIATIVES

- The ICC Business Charter for sustainable development
- The Principles of the UN Universal Human Rights Declaration
- The ILO Declaration of Fundamental Rights and Principles
- The Guidelines of the OECD for Multinational Enterprises
- The Science Based Targets initiative (SBTi) *
- The United Nations Global Compact

OUR CERTIFICATES

- Our management system is in compliance with four international management system standards:
 - ISO 9001 for Quality
 - ISO 14001 for Environment
 - ISO 45001 for Health and Safety
 - EN 14065 Hygiene and biocontamination control
- Öko-tex certificate is a basic requirement for the textiles we use.
- We have a platinum certificate by a global sustainability ratings provider EcoVadis.

OUR POLICIES AND GUIDELINES

- **The Supplier Code of Conduct** defines the fundamental responsibilities and ethical requirements expected of our suppliers and partners, also covering their entire supply chain. It is an integrated component of our supplier agreements.
- **The Employee Code of Conduct** describes the essential requirements of ethical behaviour placed on our own and outsourced employees.
- **The Quality Assurance Handbook** ensures the quality of our supply chain, requiring that all incoming goods and materials are manufactured in accordance with our instructions and standards.
- **The Slavery and Human Trafficking Statement** affirms our commitment to preventing slavery and human trafficking within our business or in our supply chain.
- **The whistleblowing channel** enables anyone to anonymously report concerns about possible misconduct in business or wrongdoing within our company, fostering transparency and accountability.

*We are committed to halve our greenhouse gas emissions across our value chain by 2030 and reach net-zero emissions by 2050



Image: Neste Corporation

Neste puts sustainability front and centre in workwear management

Neste is the world’s leading producer of sustainable aviation fuel and renewable diesel. The company wanted to develop its workwear related processes and in 2023, Neste chose us as its partner to deliver streamlined and sustainable workwear management services. Sustainability is at the heart of the collaboration between us and Neste. There are clear goals and metrics set for the workwear management process, and a joint steering group monitors the progress.

“Lindström’s solutions support our goal of minimising our operations’ environmental impact. We value Lindström’s active commitment to improving sustainability practices,” says **Tuomas Halonen**, Development Manager, Sustainable Procurement at Neste.

We provide clean and safe workwear to 12 locations within Neste’s Porvoo and Naantali sites. Additionally, there are three Workwear Flex rooms, allowing visiting employees, researchers and guests to pick up and return workwear during site visits. The garments are washed in our water-efficient industrial laundries, and repairs are made to extend their lifecycle.

With the new centralised and flexible workwear management process, the goal is to reduce the amount of clothing by up to 40%.



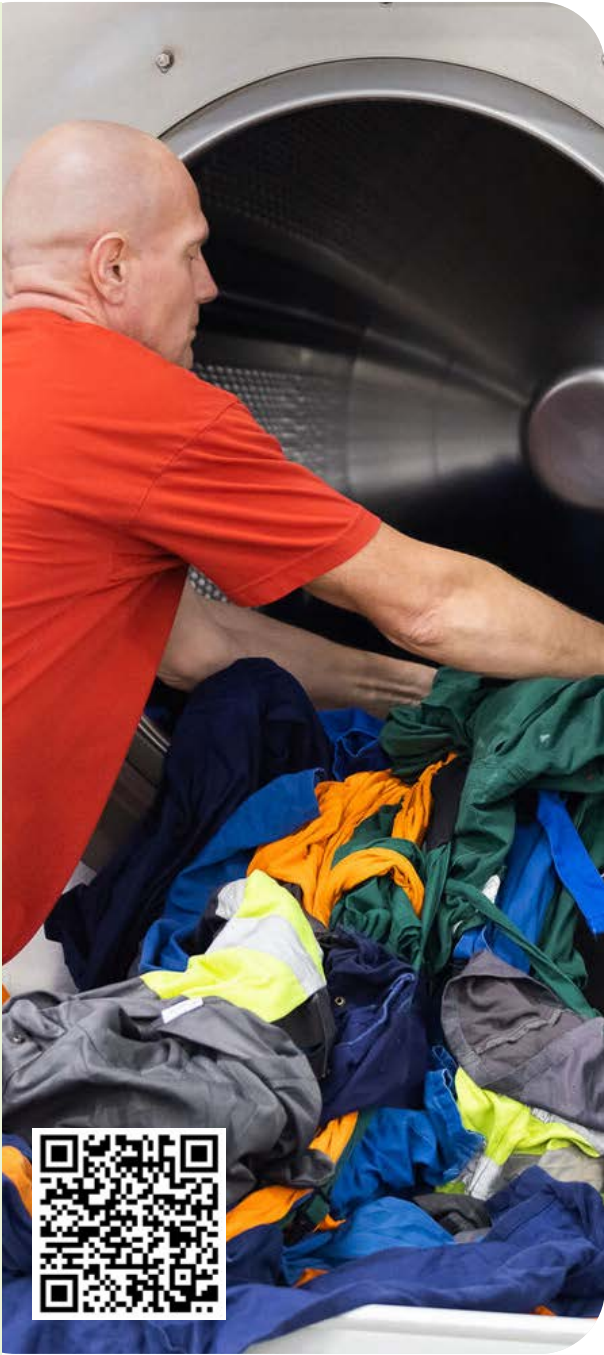
Building a path to Net Zero laundry by 2050

Net-zero laundry programme is one of our key initiatives to significantly reduce the greenhouse gas emissions from our operations. The concept is simple yet demanding – to develop a comprehensive laundry system that emits no greenhouse gases into the atmosphere. Achieving this requires implementing innovative technical solutions across various areas, including steam generation, heat recovery, washing and drying processes, and wastewater treatment.

“These solutions are like LEGO blocks that fit together to build our net-zero laundry concepts,” explains **Ville Konsti**, our Vice President of Facility and Technology Innovation. “Each piece contributes to the bigger picture either by reducing energy consumption or by turning it towards greener energy sources.”

The journey toward net-zero laundry starts with the development of a concept for workwear laundries and the testing of technical solutions to electrify steam production. Insights from other existing initiatives play a key role in shaping these advancements. However, the development is not limited to future concepts.

“Progress happens in stages,” Konsti explains. “We need to balance between the remaining lifespan of current equipment and the emissions reductions achieved with new technologies. However, by 2050, we aim to have the Net Zero Laundry concept implemented across all our facilities.”



Strengthening customer relationships through insight

A few years ago, we noticed something intriguing. Our customer satisfaction metrics were impressive, consistently surpassing our targets. On the surface, everything seemed perfect. Were we truly performing so well that no further action was needed? We didn't think so.

Recognising the need for deeper insights, we decided to revamp our approach to measuring customer satisfaction. "Customer insight is key for understanding what creates value and causes pain for our customers – it enables us to improve their overall experience," explains **Teija Kuustonen**, Head of Fast Track.

Salla Kosonen, our Customer Experience Manager and the driving force behind the project adds: "With the help of our new CX platform, we can gather more accurate and actionable feedback that enables continuous services improvement."

Taneli Ranki, Head of Delivery Services, emphasises how the new survey enables the development on multiple levels. "The new survey allows us to response quickly to customer feedback and recognise individuals for excellent service. Locally, we gain insights to improve service quality and operational efficiency. Globally, we understand better what customers expect in the future."

By improving how we listen to and learn from our customers, we are strengthening relationships and building a foundation for the future.

Customer Satisfaction 2024
4.2/5.0



How we are improving human rights across our supply chain

At Lindström, we have long prioritised environmental sustainability through programmes like the Science Based Targets Initiative. Now, we are expanding our focus to elevate human rights across our supply chain by joining the UN Global Compact's Business and Human Rights Forum.

"Human rights is a broad concept, and we want to address it more thoroughly," says **Kristiina Tiilikainen**, Director of Sustainable Procurement at Lindström. "Our goal is for suppliers to see human rights as more than just health and safety – it's about making work more comfortable and equal for everyone."

While we already ensure health and safety through supplier audits, one of the more challenging yet crucial aspects is improving overall workforce wellbeing. For example, many of our suppliers operate in hot climates, where workers need access to plenty of drinking water and adequate breaks.

Through the forum, we will assess the human rights impacts of our business and turn our findings into actionable steps. By sharing experiences and challenges, we aim to create meaningful change alongside our peers and suppliers.

"No single company can address these issues alone – we all need to work together. It's everyone's responsibility," says Tiilikainen.





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